



Attorney's Docket No.: 003395.P001

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Frank A. Galdes et al.

Application No.: 09/137,989

Filed: August 21, 1998

For: A METHOD AND APPARATUS FOR
NETWORK BASED CUSTOMER SERVICE

Assistant Commissioner for Patents
Washington, D.C. 20231

Examiner: Not yet assigned

Art Unit: 2771

RECEIVED
99 APR 20 PM 2:31
GROUP 2700

SUBMISSION OF SUPPLEMENTAL DECLARATION
PURSUANT TO 37 C.F.R. § 1.67 TO CORRECT AN ERROR

Sir:

Enclosed herewith for filing in the above-referenced patent application is a Supplemental Declaration submitted pursuant to 37 C.F.R. § 1.67. This Declaration is being submitted to correct an error in the previously filed Declaration, which erroneously omitted a sentence regarding willful false statements and truthfulness.

If any fee is required, please charge Deposit Account No. 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

Dated: 4/14/99

Judith A. Szepesi
Reg. No. 39,393

12400 Wilshire Blvd.
Seventh Floor
Los Angeles, CA 90025-1026
(408) 720-8598

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage in an envelope addressed to the Assistant Commissioner for Patents, Washington D.C. 20231

on

April 14, 1999
Date of Deposit

(LJV/cak 02/04/99)

EDITH FUENTES
Name of Person Mailing Correspondence

Edith Fuentes
Signature

4-14-99
Date